

## Introduction



### Welcome to the Redmond Senior Center!

---

The Redmond Senior Center (RSC) is part of the City of Redmond's Parks and Recreation Department and is supported by tax dollars. It is dedicated to serving the recreational needs of adults age 50 years and older. Seniors from Redmond, and surrounding communities, are welcome to participate in its many varied and interesting programs.

This users' guide is published to help local seniors take full advantage of the activities and services that the RSC offers. Please keep it as a reference.

### Our Facility

---

The RSC is located on the Redmond Municipal Campus adjacent to the City Hall and the Public Safety Building.

The physical address is:  
8703 160<sup>th</sup> Avenue NE  
Redmond, Washington

The mailing address is:  
Redmond Senior Center – MS: CHSC  
P. O. Box 97010  
Redmond WA 98073-9710

Our business hours are from 8:30 am to 4:30 pm, Monday through Friday.

Our building boasts the following facilities:

- complete commercial kitchen and dining room
- dressing room, stage and multipurpose room that seats 200
- card & game room
- craft room
- music & multiple-use room
- billiards room with three tables
- hotel-like lobby and Fireplace Lounge
- wellness complex consisting of a reception room and two examination rooms
- gift shop
- library
- outdoor games court
- greenhouse
- staff office space and a conference room

The building has a square footage of approximately 21,000.

For information about renting the facility for private functions see *RSC Rental Information* in **The Little Extra Things We Do** section of this guide.

## History

---

Providing programs and services for the older adult residents of Redmond began in the early 1970's. From offices housed in a log cabin in Anderson Park, Parks and Recreation staff organized a variety of programs, including lunches, classes and trips.

A core group of approximately 45 seniors met regularly for lunch and socializing, as well as visits with health specialists and various other programs. As the number of involved seniors grew, the programs moved around to various community buildings and more services were offered.

A particularly notable program from the early years is the Senior Recycling Program. It was started by a group of senior volunteers with a wood frame collection station downtown. Their efforts were highly successful prior to the City's adopting a curbside recycling program. They contributed generously to the Aid Car Fund, Police Department programs, and other community needs. Proceeds were later used to help purchase a bus for senior transportation. The proceeds also helped furnish the fireplace lounge and game rooms in the current RSC building.

A bond issue was passed in 1986, which enabled us to create the permanent building that we utilize today. This facility was dedicated and opened for use in 1990.



## Staff

---

The RSC has two full-time staff members and several part-time staff.

Senior Center Director: oversees the overall management of the RSC. Her primary duties are to direct the staff and see that the facility is maintained and utilized properly. Her duties involve scheduling, purchasing, employee performance reviews, and staff and volunteer recognition. She also works with the Senior Advisory Committee to ensure that the RSC is meeting our participants' needs.

Program Coordinator: plans, implements and monitors all the programs and activities that take place at the RSC. Her duties include developing new and interesting classes, planning and promoting events, and maintaining current classes and interest groups.

Nutrition Specialist: coordinates and leads the volunteers that staff our daily nutrition program, and weekly Meals on Wheels program. She also assists with the planning and implementing of various RSC programs.

Bus Drivers: share the duties of driving our bus for daily transportation to and from the RSC, twice-weekly grocery shopping, and once-a-week trips. In addition they perform a wide variety of support tasks around the RSC.

Registrar & Facility Coordinator: the lead in our office, she handles a wide variety of tasks, primarily processing registrations and deposits, coordinating Greeter, Front Desk and Coffee Bar volunteers, and coordinating rental of the facility to outside groups. She also answers a multitude of questions every day.

Office Assistant: also handles many of the office duties, such as processing registrations and deposits, and helping with facility rentals. She also supports the Front Desk volunteers and generally helps hold the place together.

Program Assistant: this individual works with the Program Coordinator to plan, implement and maintain the RSC's activities

Facility Monitors: rarely seen by our daytime participants, their duty is to ensure that the building is used properly when it is rented to private groups, or used by other city departments, after our normal business hours.

On-Call Assistants: fill in when needed in the nutrition program and help with other RSC programs.

## Senior Advisory Committee

---

This eleven-member committee, composed of senior volunteers, acts in an advisory capacity to staff in assessing participants' needs, and planning RSC activities. Senior Advisory Committee members are the voice for all the seniors who utilize the RSC. Eight of the eleven members must be Redmond residents, and all must be over 50 years of age. Each serves a two-year term with only two consecutive terms



*Members of the 2002 Senior Advisory Committee.*

Members also serve on subcommittees that address specific needs and interests at the RSC. The current subcommittees are: Programs & Special Events, Marketing, Newsletter, Volunteers, Intergenerational Programming, and Hospitality. Members are encouraged to serve in the areas where their skills and abilities will have the most impact.

New members are recruited each fall as every year several of the terms expire. If you would like to apply for a position on the Advisory Committee, contact the RSC Director.

## Volunteers

---



The day-to-day operation of the RSC depends on volunteers. Utilizing the many skills and abilities of our volunteers allows the RSC to offer a wide variety of programs and services. Last year we averaged 79 volunteers each month, who gave over 13,800 hours to the RSC.

If you are interested in volunteering, please stop by the office and fill out a volunteer application. Your application will be routed to the appropriate staff member and you will be contacted to discuss the ways you might serve.

## Volunteer Opportunities

### Reception & Office Assistance

Greeter Volunteers: meet and greet participants as they arrive at the facility. They help ensure that everyone signs in and they give the facility a more friendly feel.

Front Desk Volunteers: staff our reception desk and perform a variety of tasks such as accepting and recording registrations, signing participants up for programs, answering the telephone and placing reminder calls to participants.

Coffee Bar Volunteers: make and serve the coffee, pour ice tea and monitor the snack basket. They also provide friendly conversation and help spread information about the RSC's programs.

### Nutrition

Cashier: makes change, tracks participant count and passes out tickets.

Kitchen Helpers: assist in meal preparation and serving, set and clear tables, and wash dishes



Meals on Wheels: sort, pack and deliver frozen meals to individuals who are unable to leave their home.

### **Programming**

Interest Group Leaders: individuals with skills or knowledge in a specific topic area, lead groups, maintain participant lists, and help ensure that all participants sign in.



Program Receptionists: help maintain and coordinate the appointments for various outside service providers such as Visiting Nurse Services Foot Care and the Eastside Legal Assistance Program

Special Projects: helps Program Coordinator implement programs such as special holiday luncheons, lectures and/or events. May help with set up and/or clean up as well as promotion and planning.

### **Volunteer Recognition**

Each year the RSC holds two events to recognize our volunteers' contributions. In February the Redmond Rotary hosts a luncheon to recognize volunteers who have contributed 85 or more hours during the previous year. In October an event is held at the RSC for all volunteers with at least one hour of service during the previous year.

### **Record Your Volunteer Hours**

Each time you volunteer, please stop in the volunteer office to sign the "Volunteer Log" and record your. Hours recorded in the log are used in reports to the City, and assist in determining volunteer recognition.

### **Volunteer Opportunities Beyond the RSC**

The RSC has affiliations with many other organizations that utilize volunteers. If none of the opportunities at the RSC are a good fit for you perhaps one of the following might be a match:

- Yarn Donations
- Afghans for Family Village
- Lunch Buddy and Pen Pal programs
- Help with Special City Events
- English as a Second Language tutors
- Volunteer transportation drivers

Contact the RSC for more information.

## Keeping Up with Our News

---

### Newsletter Subscriptions

Published quarterly, the RSC newsletter is our primary way of communicating with participants. It is used to list all the interest groups, classes, trips and special events that will take place at the RSC each quarter.

Yearly subscriptions are \$10 and individual issues are \$3 (newcomers get their first copy free). The Front Desk volunteers will be happy to help you sign up for a subscription.



### Recreation Guide

Each quarter the Redmond Parks and Recreation Department publishes a guide to all their programs and activities. The RSC generally has four pages in this guide to highlight our classes and programs. Usually this space is used to promote fee-based programs.

The spring/summer issue of the Recreation Guide is mailed to all Redmond residents. Other issues are mailed to individuals who have previously registered for fee-based programs.

### Redmond Senior Center Website - [www.ci.redmond.wa.us](http://www.ci.redmond.wa.us)

As part of the City's Parks and Recreation Department, the RSC has a section on the City of Redmond Web site. You can access general information about the RSC as well as the information we have listed in the current Recreation brochure. Look for additional enhancements to the information about the RSC on this Web site in the future.

## Annual Building Closures

---

### Holiday Observances

Each year the RSC is closed in observance of the following holidays:

New Year's Day

Veteran's Day

Martin Luther King, Jr.'s Birthday

Thanksgiving

President's Day

Day After Thanksgiving

Memorial Day

Christmas Eve

Independence Day

Christmas Day

Labor Day

Please consult our current newsletter for up-coming holiday closure dates.

## **Maintenance Closures**

In order to keep our building in top condition, it is necessary to close each year to allow our maintenance crew room to work. This year the building will be closed for maintenance. This closure usually occurs from the Christmas holiday through the first week in January. Please consult our newsletter for specific dates.

## **Sign-In, Please**

---

Everyone who comes to the RSC is asked to stop at the Greeter's Desk each time and sign-in. This log helps us track the RSC's use and provides data for reports that are required by the City. This log is also used in the event of an emergency to help staff determine who is in the building.

In addition, those who participate in on-going interest groups are asked to sign-in a second time in the group's log book. The interest group logs are used to track participant interest and room usage. Logs are also used to notify participants when there are unexpected changes in the group's schedule.

All volunteers are also asked to sign-in on the clipboard in the volunteer office. Volunteer service is vitally important to the RSC and we are required to carefully track your hours. This will mean that those who volunteer on the same day they participate in an interest group will need to sign-in three times. It may seem redundant, but each log tracks different important information.